

Name: Rishabh Yadav; 1586; HM27

Faculty Mentor: Dr. Anupam Mehrotra
Industrial Mentor: Samira Parhar

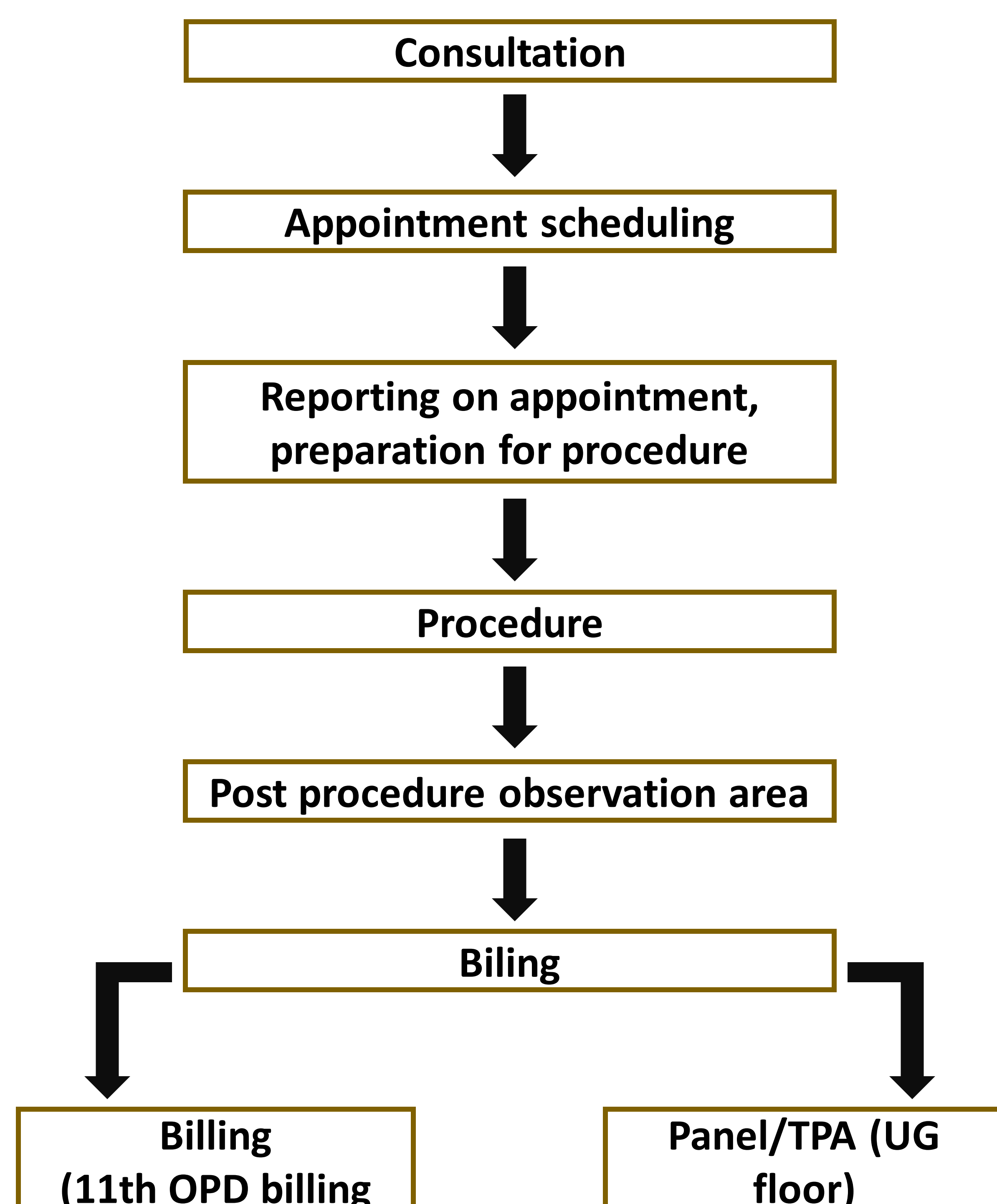
Hospital Overview

- Medanta The Medicity is a renowned multi-specialty hospital located in Gurugram, India. It was established in 2009 by renowned cardiovascular and cardiothoracic surgeon Dr. Naresh Trehan.
- With a vision to provide world-class healthcare facilities in India, Medanta The Medicity has become one of the largest and most advanced hospitals in the country. The hospital boasts state-of-the-art infrastructure, cutting-edge medical technology, and a team of highly skilled doctors and medical professionals. It offers a wide range of medical services across various specialties, including cardiology, oncology, neurology, gastroenterology, and orthopedics.
- Medanta The Medicity has gained international recognition for its high-quality healthcare and has become a preferred destination for patients from around the world.

OBJECTIVES

- To Study the patient waiting time for endoscopy.
- To find out factors / pain points leading to creating excessive waiting time for patients.
- To provide solutions based on observations recorded while conducting the study

Process Flow



Vision and Misson

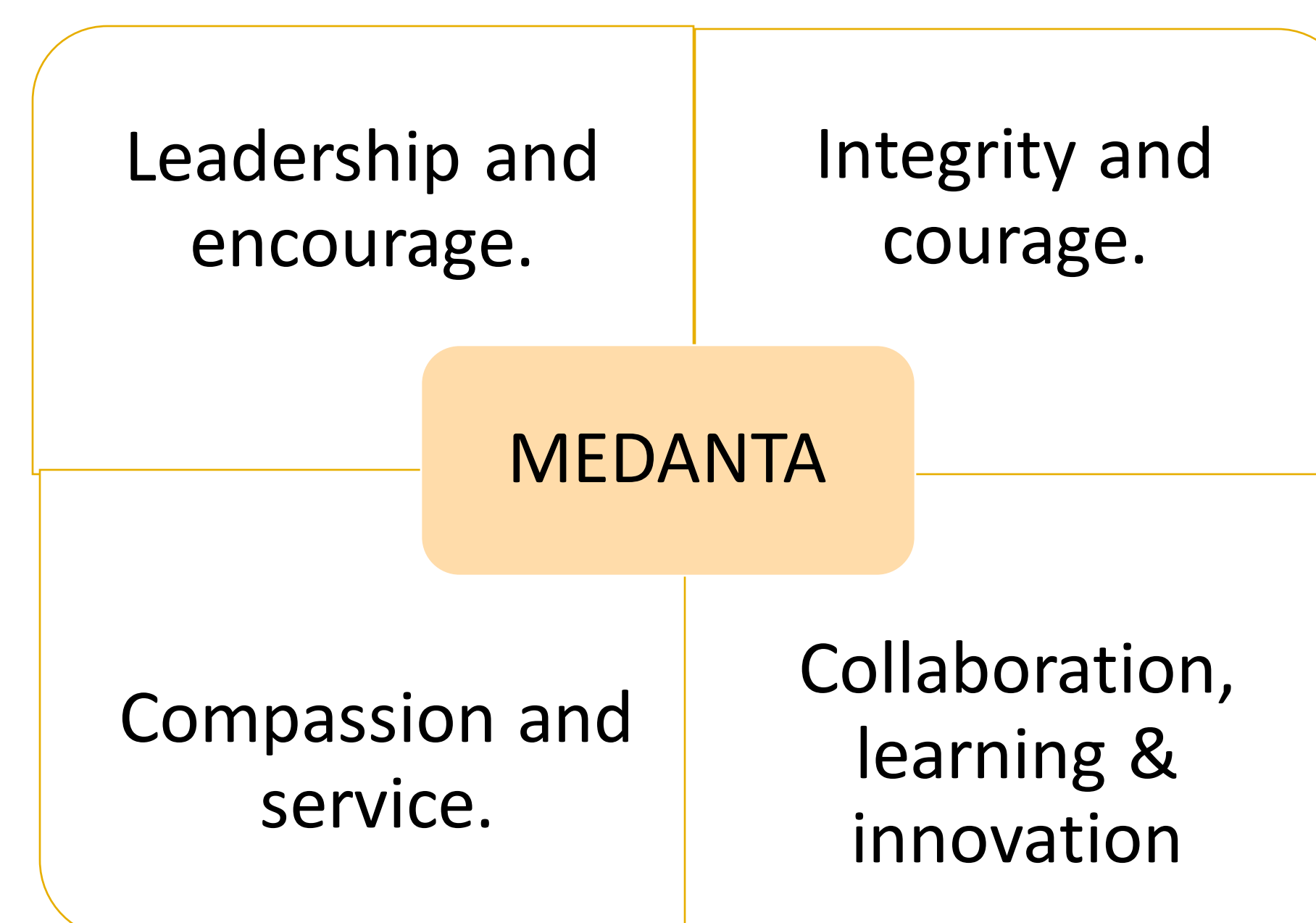
Vision:

The institute is governed under the guiding principles of providing affordable medical services to patients with care, compassion and commitment

Mission:

Our mission is to deliver world class health care services by creating institutes of excellence in integrated medical care, teaching and research. We aspire to create an ethical and safe environment to treat all with respect and dignity

CORE VALUES



SWOT Analysis (Endoscopy)

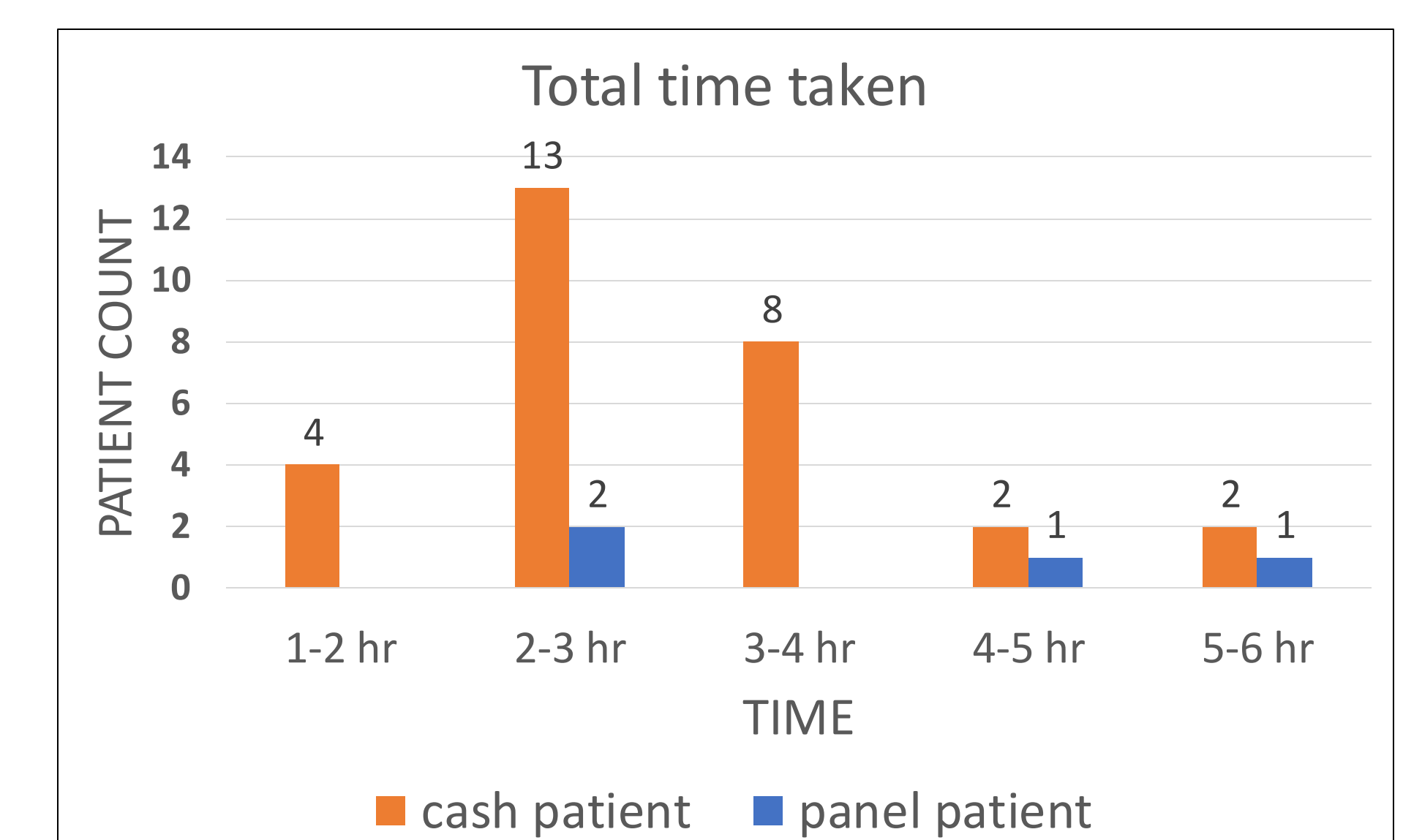
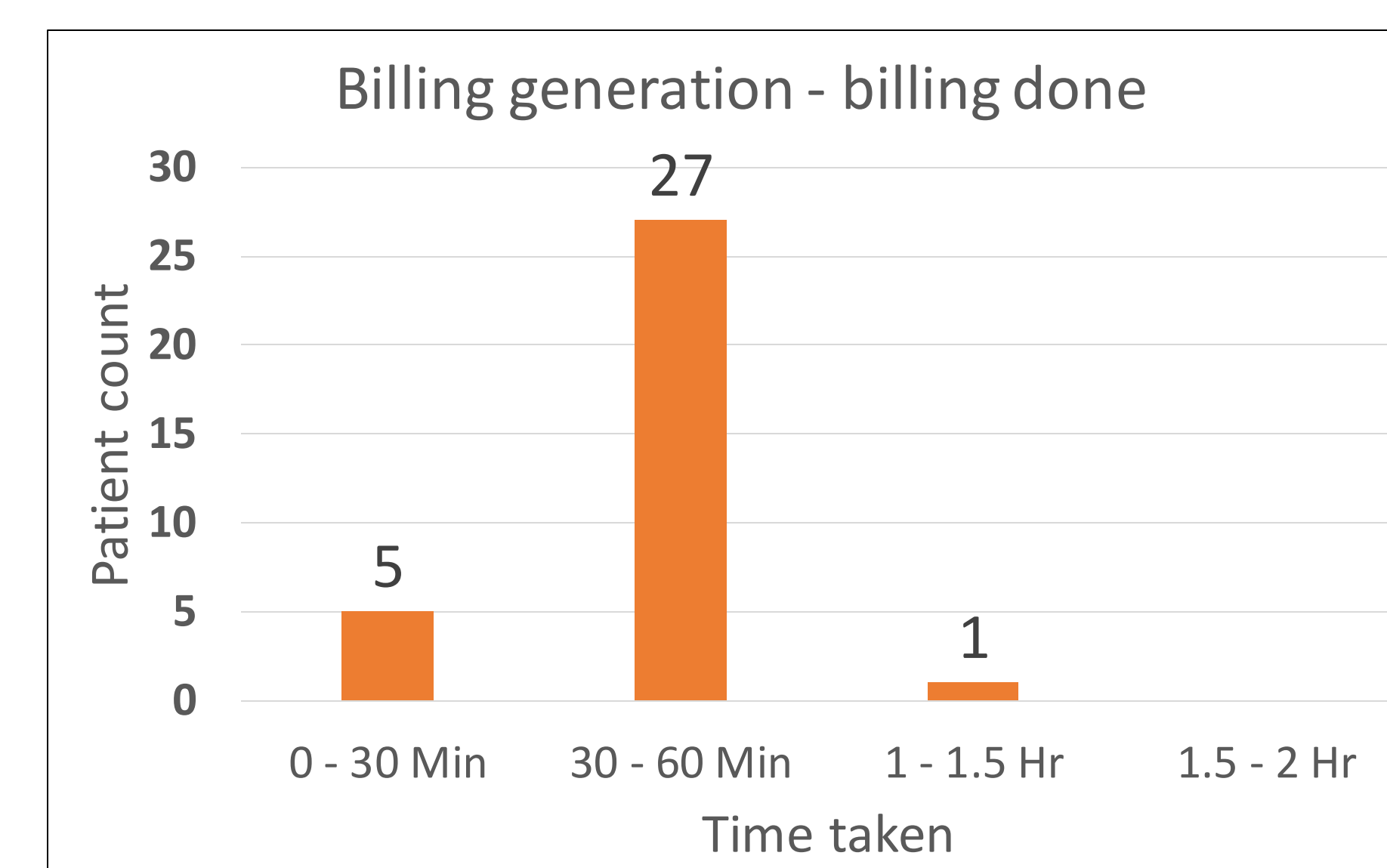
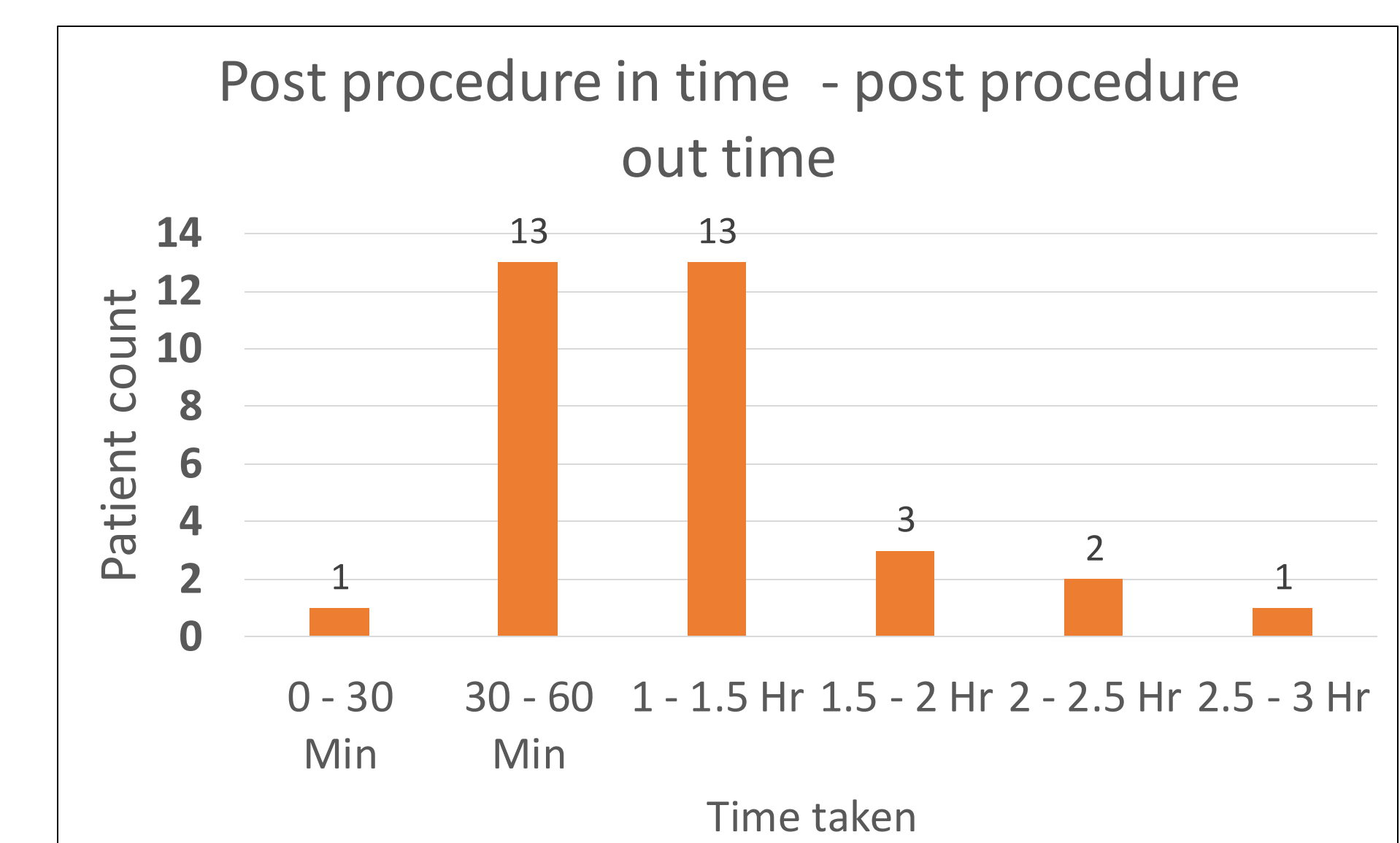
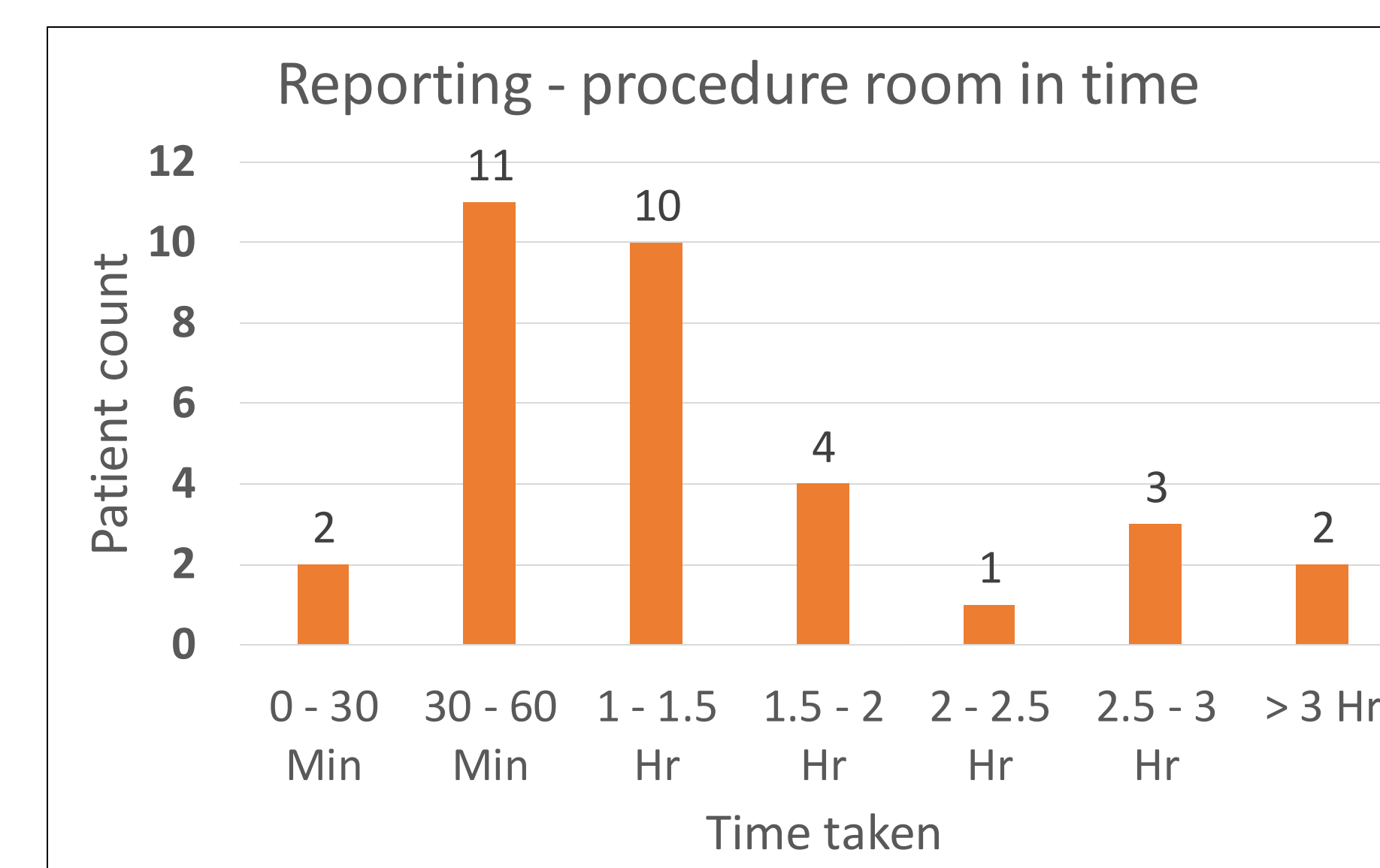
Strengths - Renowned doctors with years of experience. - Large range of procedures. - Reasonable rates for procedure.	Weaknesses - Single-pre and post observation room. - Longer waiting time for billing.
Opportunities - Getting the billing done at one place. - More vital monitors. - Separate rooms for pre and post observation room.	Threats - Growing private practice in the city. - Longer waiting time may irritate the patient.

BREIF ABOUT ENDOSCOPY

- Endoscopy is a medical procedure where doctors use a long, flexible tube called an endoscope to look inside the body. The endoscope has a light and a camera that allow doctors to see images of the organs. It can be inserted through the mouth, nose, rectum, or small incisions.
- Endoscopy helps doctors diagnose and treat problems in different parts of the body, such as the digestive system, respiratory system, urinary system. It is a minimally invasive procedure, meaning it causes less to no pain and has a faster recovery compared to traditional surgery.

METHODOLOGY

Location Of Study:-	IPD 11TH Floor, MEDANTA-THE MEDICITY GURUGRAM.
Study Design:-	observational study
Study Period:-	1st June to 25th June 2023.
Sample size:	33 patients
Sampling technique:	random sampling



Observations

- 60% of the patients waited more than 1 hour from reporting to endoscopy department till the onset of procedure.
- Even though the sedation washout and observation time is 30-60 minutes, more than 50% of the patients waited for more than 1 hour.
- Around 84% of the patients got their billing done after 30 minutes of billing procedure starting. There are different reasons for this.
- The cash patient get their billing done at OPD billing on 11th floor and that waiting time depends on the OPD billing rush.
- The panel patients gets their billing done at UG floor where every panel billing is done which has a longer waiting line which in turns increase billing time.

Suggestions

- Separate rooms for pre and post procedures to reduce bottleneck pressure.
- More observation machines to accommodate more patients which will further reduce the pressure.
- Billing for endoscopy should be done at the same place for cash and panel patients to reduce excessive waiting time.

